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The slide features a light blue background with a subtle wave pattern. In the top left corner is the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner is the COB&R logo (Coordination of Benefits and Recovery). The main title is centered in a large, black, sans-serif font. At the bottom left, there is a version number and a note about the presentation's currency, with a URL provided.

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**COB&R**  
Coordination of  
Benefits and Recovery

# Commercial Repayment Center Portal (CRCP) Application Overview

Version 1.7, 10/10/2016  
Note: CMS reserves the right to modify this presentation. To ensure you have the most current version, verify that the version and date on this page match the version and date on the corresponding page of the PDF currently available on: <http://go.cms.gov/cobro>.

**Slide notes**

Welcome to the Commercial Repayment Center Portal (CRCP) Application Overview course. As a reminder, you may view the slide number you are on by clicking the moving cursor. Additionally, you can view the narration by clicking the CC button in the lower right hand corner of the screen.

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## Disclaimer

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions. All affected entities are responsible for following the instructions in the CRCP User Guide found under the *Reference Materials* menu at the following link:  
<https://www.cob.cms.hhs.gov/CRCP/>.

### Slide notes

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions.

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## Course Overview

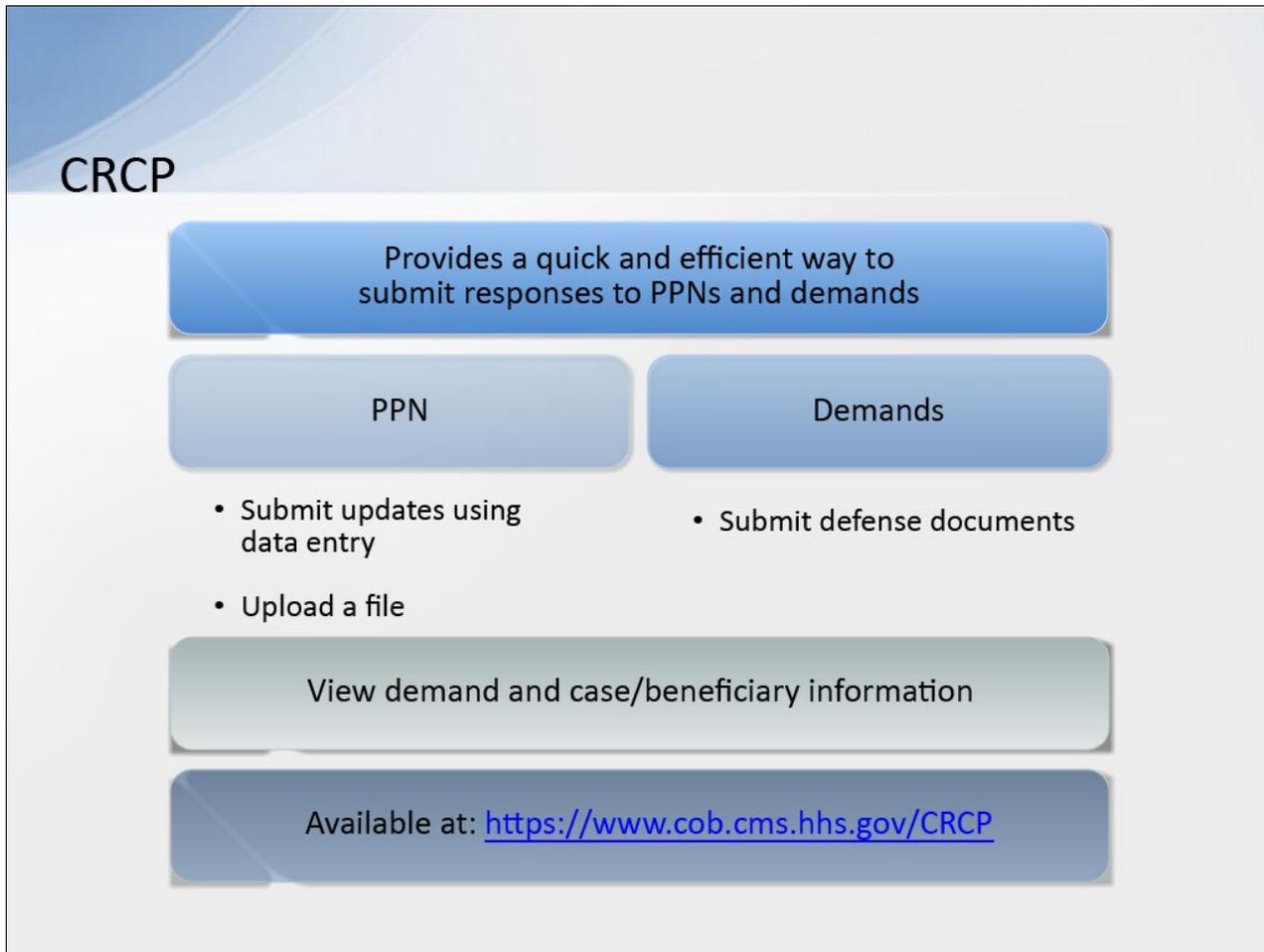
- CRCP Overview
  - View demand and case/beneficiary information
  - Respond to demands
  - Respond to PPNs

**Slide notes**

This course provides a brief overview on how the CRCP can be used to view demand and case/beneficiary information, respond to demands and respond to Primary Payment Notices (PPNs).

It includes summary level information on how to get started using the application as well as information on general navigation guidelines.

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The diagram illustrates the CRCP (Community Care Response Center Portal) interface. It features a blue header with the text "CRCP". Below the header, a large blue rounded rectangle contains the text "Provides a quick and efficient way to submit responses to PPNs and demands". Underneath this, two light blue rounded rectangles are positioned side-by-side: "PPN" on the left and "Demands" on the right. Below the "PPN" box, there is a list of two items: "• Submit updates using data entry" and "• Upload a file". Below the "Demands" box, there is a list of one item: "• Submit defense documents". Below these two boxes, a light green rounded rectangle contains the text "View demand and case/beneficiary information". At the bottom, a dark blue rounded rectangle contains the text "Available at: <https://www.cob.cms.hhs.gov/CRCP>".

**Slide notes**

The CRCP provides a quick and efficient way to submit responses to PPNs and demands. With the use of this portal, you may provide a response to the PPN using either a data entry or file upload method.

You may provide a response to a demand by submitting defense documents on the CRCP. You may also view demand and case/beneficiary information on the CRCP. The CRCP may be accessed at the following link: <https://www.cob.cms.hhs.gov/CRCP/>.

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## Getting Started

Employer/insurer entity creates CRCP account

- Completes PIN Request (Authorized Representative)
- Completes Account Setup (Account Manager)

See "PIN Request" CBT and "Account Setup" CBT for more information

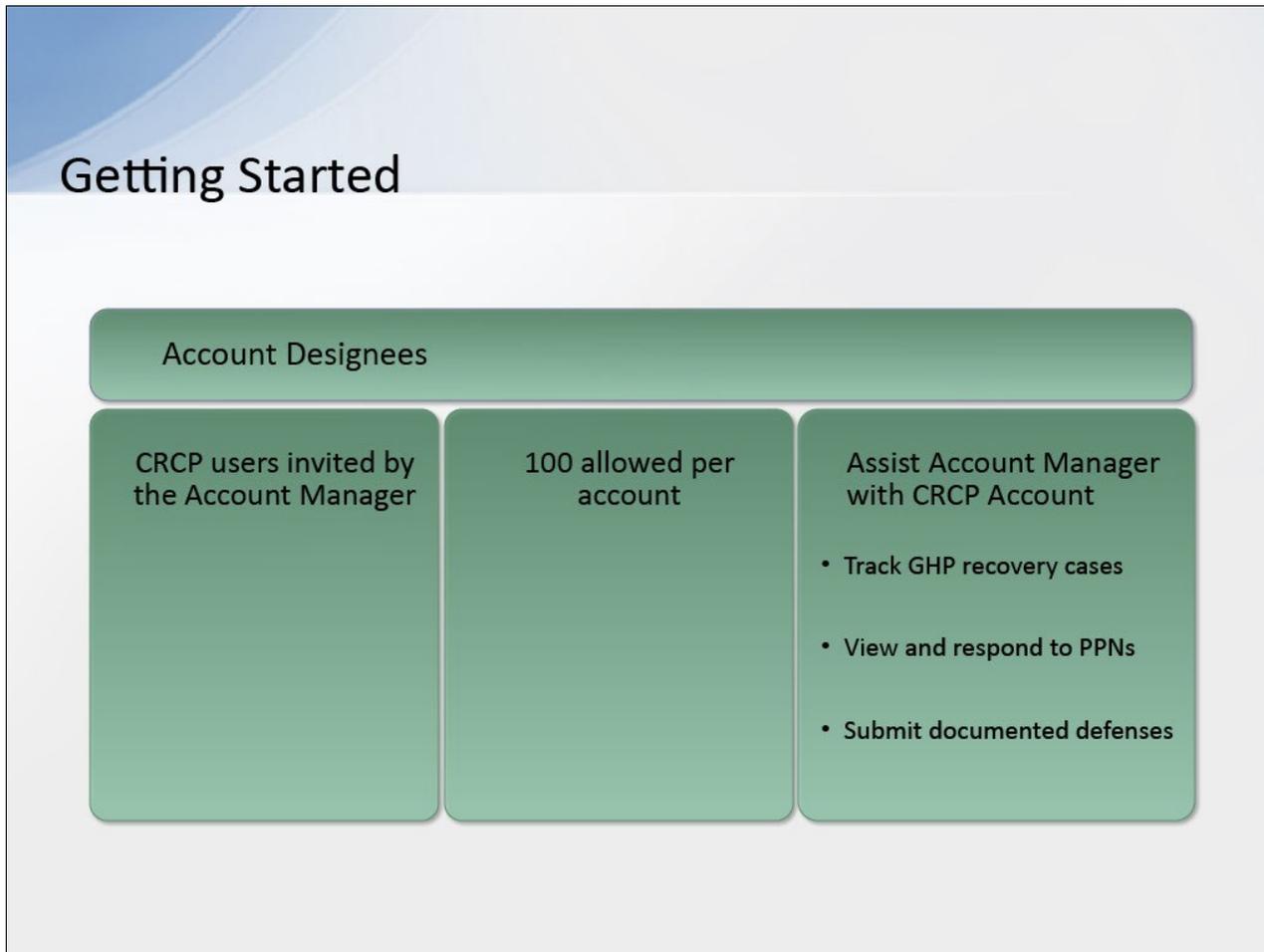
**Slide notes**

All users of the CRCP must register and be associated to a registered account. To establish a CRCP account, the employer/insurer entity must first complete the initial registration process for the CRCP account which involves the following 2 steps:

Personal Identification Number (PIN) Request and Account Setup. To complete the PIN Request, the employer/insurer entity must identify the Authorized Representative. The Authorized Representative is responsible for completing the PIN Request on the CRCP.

After the PIN Request is completed, the Authorized Representative must give the Account Manager the Account ID and PIN to complete the Account Setup. For more detailed information on these processes, please see the "PIN Request" CBT and "Account Setup" CBT.

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**Slide notes**

Once the PIN Request and Account Setup steps have been completed, the Account Manager may login and invite other CRCP users (Account Designees) to assist with the account. The CRCP permits up to 100 Account Designees per account.

Account Designees assist the Account Manager with tracking Group Health Plan (GHP) recovery cases, viewing and responding to PPNs, and submitting documented defenses. See the "Account Designee Maintenance" CBT for information on how the Account Manager adds Account Designees.

For information on the basic registration process an individual will follow to become an Account Designee, (i.e., how someone will set up their Login ID and Password), see the "Account Designee Access" CBT.

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## Commercial Repayment Center Portal



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### Login Warning

**UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW**

You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- \*You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- \*Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

**Privacy Act Statement**

The collection of this information is authorized by Section 1862(b) of the Social Security Act (codified at 42 U.S.C 1395y(b)) (see also 42, C.F.R. 411.24). The information collected will be used to identify and recover past conditional and mistaken Medicare primary payments and to prevent Medicare from making mistaken payments in the future for those Medicare Secondary Payer situations that continue to exist.

**Attestation of Information**

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process; and, I have read and understand all of the Centers for Medicare & Medicaid Services information at <http://cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Coordination-of-Benefits-and-Recovery-Overview/Medicare-Secondary-Payer/Medicare-Secondary-Payer.html>

LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

Decline I Accept

[Privacy Policy](#) | [User Agreement](#)

## Slide notes

Once you are registered as a CRCP user, you may login to the CRCP at the following link: <https://www.cob.cms.hhs.gov/CRCP/>. Each time a user visits the CRCP Web site, the Login Warning page will display.

This page provides information about CRCP security measures including access, penalty and privacy laws. All users must agree to the terms of this warning each time they access the CRCP. Click the I Accept link at the bottom of the page to continue.

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Skip Navigation | [Print this page](#)

**CMS** Commercial Repayment Center Portal **COB&R**  
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

[About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#)

### Welcome to the CRCP

The Commercial Repayment Center Portal (CRCP) is a secure web-based system that provides Employers/Other Plan Sponsors and Insurers/Third Party Administrators with a way to manage their Group Health Plan (GHP) recovery activities more efficiently. With the use of this portal, users may view demand information on line and submit Primary Payment Notice (PPN) responses and defense documentation electronically.

### CRCP Messages

### Getting Started

To use this application, you must complete a two-step registration process to request a Personal Identification Number (PIN) and set up an account. For more information, please refer to the How to Get Started help document, located under the How To menu on the Navigation bar. To begin the registration process, click the PIN Request button.

**Step 1**  
**PIN Request**  
(Letter ID and TIN required)

**Step 2**  
**Account Setup**  
(Account ID and PIN required)

[Privacy Policy](#) | [User Agreement](#)

Sign in to your account:

Login ID:

[Forgot Login ID](#)

Password:

[Forgot Password](#)

## Slide notes

The Welcome to the CRCP page displays. Enter your Login ID and Password. Please note: The Account Manager establishes his/her Login ID and Password during Account Setup.

The Account Designee establishes his/her Login ID and Password when they register on the CRCP, only after being invited by the Account Manager.

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The screenshot shows the 'Account Listing' page of the Commercial Repayment Center Portal. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). Navigation links include Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. A 'Skip Navigation' link and a 'Login ID' field are also present. The main content area is titled 'Account Listing' and includes a 'Quick Help' icon. Below the title, there is a paragraph explaining that the page lists Account IDs associated with the user's Login ID and provides instructions on how to view TINs. A table with three columns is shown: 'Account ID', 'Company Name', and 'Associated TINs'. The table contains one row with a blue link for 'View TINs Listing' under the 'Associated TINs' column. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Slide notes

After a successful login, the Account Listing page displays. This page is the user’s home page. It lists the accounts associated to your Login ID. Account IDs will be added or removed from this page whenever your Login ID becomes associated or disassociated to an account.

Registered CRCP users will become associated to a new account when they are invited to the account by the Account Manager. New CRCP users will become associated to a new account after they are invited to the account and have completed the CRCP registration process.

You will be disassociated from an account if the Account Manager for the account removes your access. To view TINs associated to the Account ID, click the View TINs Listing link.

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The screenshot displays the 'Commercial Repayment Center Portal' interface. At the top left is the CMS logo (Centers for Medicare & Medicaid Services) and the COB&R logo (Coordination of Benefits and Recovery). The main header contains the text 'Commercial Repayment Center Portal'. A navigation bar below the header includes links for Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. The main content area is titled 'TINs Associated to Account ID' and includes a 'Quick Help' link. Below the title, it states: 'The Tax Identification Numbers (TINs) listed on this page are associated to Account ID : [REDACTED]'. A table titled 'Associated TINs' is shown with two rows, each containing a redacted TIN. A 'Previous' button is located at the bottom left of the table. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Slide notes

The TINS Associated to Account ID page displays. This page lists all of the Tax Identification Numbers (TINs) associated to the Account ID. There will always be at least one TIN associated to an Account ID, since a TIN is required to complete the initial PIN Request.

Additional TINs may become associated to your account when a CRCP user completes the Request Letter Access process. See the "Request Letter Access" CBT for more information.

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The screenshot shows the 'Account Listing' page of the Commercial Repayment Center Portal. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). Navigation links include Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. A 'Skip Navigation' link and a 'Login ID' field are also present. The main content area is titled 'Account Listing' and includes a 'Quick Help' icon. Below the title, there is a paragraph explaining that the page lists Account IDs associated with the user's Login ID and provides instructions on how to select an account and view its associated TINs. A table with three columns is shown: 'Account ID', 'Company Name', and 'Associated TINs'. The table contains one row with a blue 'Account ID' link, a company name, and a 'View TINs Listing' link. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Skip Navigation | Login ID : [redacted] | Print this page

**CMS** Commercial Repayment Center Portal **COB&R**  
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

Home User Options About This Site CMS Links How To... Reference Materials Contact Us Log Off

Account Listing [Quick Help](#)

The Account IDs associated to your Login ID are listed on this page. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

Account ID	Company Name	Associated TINs
<a href="#">[redacted]</a>	[redacted]	<a href="#">View TINs Listing</a>

[Privacy Policy](#) | [User Agreement](#)

Slide notes

The Account Listing page functions as the main processing page to initiate any CRCP functions. From this page, select the Account ID link for the account you want to access.

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The screenshot shows the 'Account Detail' page of the Commercial Repayment Center Portal. At the top, there are navigation links for 'Skip Navigation', 'Login ID', and 'Print this page'. The main header features the CMS logo (Centers for Medicare & Medicaid Services) and the COB&R logo (Coordination of Benefits and Recovery). Below the header is a navigation menu with links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. The main content area is titled 'Account Detail' and includes a 'Quick Help' link. The text indicates that an Account ID has been selected and provides instructions on how to access different Account IDs. Under the 'Available Actions' section, there are three buttons: 'Demand Listing' (to view demands/case information or submit defense documentation), 'PPN Listing' (to view a Primary Payment Notice or submit a PPN response), and 'Request Letter Access' (to request access to information related to a letter not yet associated with the Account ID). A 'Previous' button is located at the bottom left. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

## Slide notes

After the Account ID is selected, the Account Detail page displays. This page functions as the main page where you can access CRCP functions available to you: Demand Listing, PPN Listing and Request Letter Access. Demand Listing is used to view demands/case information or to submit defense documentation.

PPN Listing is used to view a PPN or submit a PPN response. Request Letter Access is used to obtain access to information related to a letter that is not yet associated to your CRCP account.

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Home
User Options ▾
Account Settings ▾
About This Site ▾
CMS Links ▾
How To... ▾
Reference Materials ▾
Contact Us
Log off

## Demand Listing

? Quick Help

Unresolved/open demands that were issued in the past three months are listed on this page. To search for any Demand Letter ID, including a demand that has been closed, enter your criteria and then click **Search**.

Demand Letter ID :

Demand Letter ID Search Hint

Demand Letter Sent Date From:

 / 
  / 
  (MM/DD/YYYY)

Demand Letter Sent Date To:

 / 
  / 
  (MM/DD/YYYY)
 From and To Date Search Hint

Demand Letters Issued to Companies Associated with Account ID: 111111
Results Returned: 5

You may view a list of Beneficiaries/Case ID's included in a Demand Letter as long as the Status is Open. To view this list, click the Demand Letter ID link for the applicable letter. If you need additional information regarding a demand that has been resolved/closed, please contact the Commercial Repayment Center at 1-855-798-2627.

Viewed	Demand Letter ID	Number of Cases	Letter Date	Demand Status
Yes	<a href="#">[blurred]</a>	1	04/13/2014	Open
Yes	<a href="#">[blurred]</a>	1	04/11/2014	Open
Yes	<a href="#">[blurred]</a>	1	04/10/2014	Open
No	<a href="#">[blurred]</a>	1	04/09/2014	Open
	<a href="#">[blurred]</a>	1	04/08/2014	Closed

Slide notes

When the Demand Listing link is selected, the Demand Listing page displays. By default, this page lists all unresolved/open demands that the Commercial Repayment Center (CRC) has issued in the past 3 months for this account. Use the search function to locate any demand, including a demand that has been closed.

To view case specific information, click the Demand Letter ID link. Note: This link will only be enabled if the Demand Status is 'Open'. A Viewed column has been added to the Demand Listing page, as it helps to identify when new Demands or PPNs have been added to the account.

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### Demand Detail Quick Help

You have selected Demand Letter ID: 86578719.

The Total Demand Amount originally included on this letter was:		\$546.35	
Employer Name:	SPRINGFIELD PUBLIC SCHOOLS	Insurer Name:	MED-PAY, INC
Employer TIN:	446005539	Insurer TIN:	431318969

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria and then click **Search**. Once located, you can click the **Case ID** link to view detailed information related to that beneficiary.

Case ID:  Case ID Search Hint

HICN:  HICN Search Hint

Beneficiary Last Name:  Beneficiary Last Name Search Hint

**Submit a Defense**

If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click **Continue**. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the **Submitted Defenses** button.

**Beneficiaries Included in the Demand Letter** Results Returned: 1

Defense	Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	Date Closed	Case Viewed
<input type="checkbox"/> Select All/ <input type="checkbox"/> Deselect All <input type="checkbox"/> Open Cases	C201305208002532	*****9091A	IONE	THIMMIG	\$54,635.00	Closed		No

Previous
Submitted Defenses
Continue

Slide notes

After the Demand Letter ID is selected, the Demand Detail page displays the original demand amount, employer and insurer information and a list of the beneficiaries included in the demand letter.

For each beneficiary/Case ID, a masked Health Insurance Claim Number (HICN) is shown along with the Beneficiary Name, original Case Amount and Case Status. You can view detailed case information, by clicking the Case ID. For more information, see the "Case Information" CBT.

Note: A new field, Date Closed, has been added to the Demand Detail and Case Information pages for closed cases.



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Home
User Options ▾
Account Settings ▾
About This Site ▾
CMS Links ▾
How To... ▾
Reference Materials ▾
Contact Us
Log of

? Quick Help

### PPN Listing

All Primary Payment Notice (PPN) Letters issued to companies associated with Account ID: 111111 where the PPN Status is Open, Work-In-Progress, or File Pending Submission are displayed on this page. To return to the Account Detail page, click [Previous](#).

To Search for a PPN Letter ID, enter your criteria and then click **Search**.

PPN Letter ID:  Search Hint

PPN Status: Please Select ▾

PPN Response Due Date From:  /  /  (MM/DD/YYYY)

PPN Response Due Date To:  /  /  (MM/DD/YYYY) PPN Response Due Date From or To Search Hint

**PPNs** Results Returned : 6

Submit coverage updates for a PPN Worksheet by selecting either the "File Upload" or "Data Entry" link. For more information on these submission methods, click [here](#).

Please Note: Once you have submitted a response to a PPN Letter ID, you will not be able to make any further updates to coverage information.

Viewed	PPN Letter ID	Submission Method Option 1	Submission Method Option 2	Letter Date	PPN Response Due Date	PPN Status	Submission Information	Submitted By	Submitted Date
Yes	PPN1234572	File Upload	Data Entry	05/04/2014	01/10/2014	Expired			
Yes	PPN1234570	File Upload	Data Entry	04/04/2014	05/10/2014	Submitted File	ppnfo...letterid_989.PDF	AM111AM	02/02/2014
Yes	PPN1234571	File Upload	Data Entry	05/04/2014	06/10/2014	Submitted Data Entry	<a href="#">View Response</a>		
No	PPN1234567	File Upload	Data Entry	01/10/2014	02/10/2015	File Pending Submission			
No	PPN1234568	File Upload	Data Entry	02/04/2014	03/10/2015	Open			
	PPN1234569	File Upload	Data Entry	03/04/2014	04/10/2015	Primary Payment Notice (PPN)			

Slide notes

When the PPN Listing link is selected from the Account Detail page, the PPN Listing page displays. By default, this page lists all currently open PPNs that the CRC has issued to companies associated with this Account ID where the PPN Response Due Date is within the past 6 months.

To submit a response to a PPN, you may choose one of two options: Data Entry or File Upload. Either submission method may be selected until the PPN Status changes to Expired, or you have submitted a response on the CRCP.

For information on how to provide a response to the PPN on the CRCP, see the "Primary Payment Notice" CBT.

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Home
User Options ▾
Account Settings ▾
About This Site ▾
CMS Links ▾
How To... ▾
Reference Materials ▾
Contact Us
Log Off

### Request Letter Access

? Quick Help

You may submit a request to associate data related to a Primary Payment Notice (PPN), Demand, or Defense letter you received from the Commercial Repayment Center (CRC) that is not currently available on the portal for this Account ID. To associate this data enter the information requested on this page and click **Continue**.

Once validated, information from the requested letter, as well as information from all related letters, will be available on the PPN Listing, Demand Listing and other applicable pages for this Account ID. Click **Cancel** to return to the Account Detail page without submitting your request.

All fields are required.

**Letter Information**

Enter and re-enter the Letter ID from the letter you want to access: Entry Hint

<b>*Letter ID:</b>	
<b>*Re-enter Letter ID:</b>	
<b>*Tax Identification Number</b>	

**\* Select the type of letter you are using to associate information to your account and provide the required key piece of data for that letter type: Entry Hint**

<input type="radio"/> Defense Letter - Enter the Case ID:	
<input type="radio"/> Demand Letter - Enter the Total Debt Due printed on the letter:	\$ <input style="width: 40px;" type="text"/> . <input style="width: 20px;" type="text"/>
<input type="radio"/> Primary Payment Notice (PPN) - Enter the PPN Response Due Date :	<input style="width: 30px;" type="text"/> / <input style="width: 30px;" type="text"/> / <input style="width: 30px;" type="text"/> (MM/DD/CCYY)

Cancel
Continue

Slide notes

After clicking the Request Letter Access link from the Account Detail page, the Request Letter Access page displays. The CRCP associates information related to letters you have received from the CRC to your Account ID as part of the initial PIN Request and Account Setup process.

If you cannot find information for a PPN, Demand, or Defense letter on your CRCP account, you can request access to this data via the Request Letter Access process.

Once the CRCP validates your request, information from the requested letter, as well as information from all related letters, will be available on the CRCP.

Note: The Request Letter Access function has been updated to include the Tax Identification Number (TIN) as an additional matching criterion. See the "Request Letter Access" CBT for more information.

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The screenshot shows the 'Account Listing' page of the Commercial Repayment Center Portal. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). A navigation menu includes links for Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. The main content area is titled 'Account Listing' and includes a 'Quick Help' icon. Below the title, there is a paragraph explaining that the page lists Account IDs associated with the user's Login ID and provides instructions on how to view TINs. A table with three columns is displayed: 'Account ID', 'Company Name', and 'Associated TINs'. The table contains one row with a blue link for the Account ID and a 'View TINs Listing' link under the Associated TINs column. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Account ID	Company Name	Associated TINs
<a href="#">[Account ID]</a>	[Company Name]	<a href="#">View TINs Listing</a>

Slide notes

The navigation menu at the top of Home page (and each page in the portal) provides access the following menu options: Home, User Options, About This Site; CMS Links; How To; Reference Materials; and Contact Us.

Home navigates to the Account Listing page where you can access the Account IDs associated to your Login ID.

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Skip Navigation | Login ID : [REDACTED] | Print this page

**CMS** Commercial Repayment Center Portal **COB&R**  
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

Home User Options ▾ About This Site ▾ CMS Links ▾ How To... ▾ Reference Materials ▾ Contact Us Log Off

Update Personal Information  
Change Password

Quick Help

The Account IDs associated to your Login ID are listed on this page. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

Account ID	Company Name	Associated TINs
[REDACTED]	[REDACTED]	<a href="#">View TINs Listing</a>

Privacy Policy | User Agreement

## Slide notes

The User Options section contains the following links:

- Update Personal Information – Used to update your contact information, such as e-mail address and phone number.
- Change Password – Used to change your Password, whether it has expired, has been compromised, or you have been issued a temporary Password.

See the "User and Account Information" CBT for more information on these functions.

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The screenshot shows the Commercial Repayment Center Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services) and at the top right is the COB&R logo (Coordination of Benefits and Recovery). Below the logos is a navigation bar with links: Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. A dropdown menu is open under 'About This Site', showing 'How to Use This Site'. To the right of the dropdown is a 'Quick Help' link. The main content area is titled 'Account Listing' and contains the following text: 'The Account IDs associated to your Login ID are listed below. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TIN Listing link.' Below this text is a table with three columns: Account ID, Company Name, and Associated Tax Identification Numbers (TINs). The table contains two rows of data.

Account ID	Company Name	Associated Tax Identification Numbers (TINs)
111111111	CIGNA	<a href="#">View TINs Listing</a>
222222222	United Health Care	<a href="#">View TINs Listing</a>

At the bottom of the page, there is a footer with links for 'Privacy Policy' and 'User Agreement'.

Slide notes

About This Site navigates to the How to Use This Site link, offering general information on how to use the CRCP.

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The screenshot displays the CMS Commercial Repayment Center Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the text 'Commercial Repayment Center Portal'. Further right is the COB&R logo (Coordination of Benefits and Recovery). Below the logos is a navigation menu with links: Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The 'CMS Links' dropdown menu is open, showing 'Coordination of Benefits & Recovery Overview' and 'Group Health Plan Recovery'. Below the navigation is the 'Account Listing' section, which includes a 'Quick Help' icon. The text below the heading states: 'The Account IDs associated to your Login ID are listed below. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TIN Listing link.' Below this text is a table with three columns: Account ID, Company Name, and Associated Tax Identification Numbers (TINs). The table contains two rows of data.

Account ID	Company Name	Associated Tax Identification Numbers (TINs)
111111111	CIGNA	<a href="#">View TINs Listing</a>
222222222	United Health Care	<a href="#">View TINs Listing</a>

At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Slide notes

CMS Links provides links to the 'Coordination of Benefits & Recovery Overview' and the 'Group Health Plan Recovery' sections of the CMS.gov web site.

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The screenshot displays the 'Commercial Repayment Center Portal' with the CMS and COB&R logos. The navigation bar includes links for Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The 'How To...' dropdown menu is open, listing the following options: How to Get Started, How To Request Your Login ID, How To Request Your Password, How To Change Your Password, How To Reset Your PIN, How To Change Your Authorized Representative, How To Change Your Account Manager, and How To Invite and Remove Account Designees. The main content area features an 'Account Listing' section with a table of account information and a 'Quick Help' icon.

Account ID	Company Name
<a href="#">111111111</a>	CIGNA
<a href="#">222222222</a>	United Health Care

Slide notes

The How To section provides detailed information on performing the following functions: 'Getting Started'; 'Requesting your Login ID'; 'Requesting your Password'; 'Changing your Password'; 'Resetting your PIN'; 'Changing your Authorized Representative'; 'Changing Your Account Manager; and 'Inviting and Removing Account Designees'.

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The screenshot displays the Commercial Repayment Center Portal interface. At the top left is the CMS logo (Centers for Medicare & Medicaid Services) and the text 'Commercial Repayment Center Portal'. At the top right is the COB&R logo (Coordination of Benefits and Recovery). Below the logos is a navigation bar with links: Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The 'Reference Materials' dropdown menu is open, showing 'CRCP User Manual'. Below the navigation bar is the 'Account Listing' section, which includes a 'Quick Help' link. The text below the heading states: 'The Account IDs associated to your Login ID are listed below. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TIN Listing link.' Below this text is a table with three columns: Account ID, Company Name, and Associated Tax Identification Numbers (TINs). The table contains two rows: one for CIGNA with Account ID 111111111 and a 'View TINs Listing' link, and one for United Health Care with Account ID 222222222 and a 'View TINs Listing' link. At the bottom of the page is a footer with links for 'Privacy Policy | User Agreement'.

Account ID	Company Name	Associated Tax Identification Numbers (TINs)
111111111	CIGNA	<a href="#">View TINs Listing</a>
222222222	United Health Care	<a href="#">View TINs Listing</a>

Slide notes

Reference Materials provides a link to the CRCP User Guide. The CRCP User Guide was written to help you understand how to use the CRCP. It includes detailed instructions on how to manage demands, defenses and PPNs on the CRCP.

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**CMS** Commercial Repayment Center Portal **COB&R**  
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

Home User Options About This Site CMS Links How To... Reference Materials **Contact Us** Log off

### Account Listing [Quick Help](#)

The Account IDs associated to your Login ID are listed below. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TIN Listing link.

Account ID	Company Name	Associated Tax Identification Numbers (TINs)
111111111	CIGNA	<a href="#">View TINs Listing</a>
222222222	United Health Care	<a href="#">View TINs Listing</a>

[Privacy Policy](#) | [User Agreement](#)

Slide notes

Contact Us displays information on where to go for assistance with Account Setup, Login/Password issues, technical problems, or case specific inquiries.

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Skip Navigation | Login ID : [redacted] | Print this page

**CMS** Commercial Repayment Center Portal **COB&R**  
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

Home User Options Account Settings About This Site CMS Links How To... Reference Materials Contact Us Log Off

Account Detail Quick Help

You have selected Account [redacted]. Information associated to this [redacted] Account Center Portal. You may access these pages using the links provided on this page.

If you would like to access a different Account ID, click [Previous](#) or Home. When the Account Listing page displays, select the Account ID you would like to access.

**Available Actions**

To View demands/case information or to submit defense documentation, click this link: <a href="#">Demand Listing</a>	To view a Primary Payment Notice (PPN) or submit a PPN response, click this link: <a href="#">PPN Listing</a>	To request access to information related to a letter that is not yet associated to this Account ID, click this link: <a href="#">Request Letter Access</a>
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To remove access related to a letter associated to this Account ID, the Account Manager for this Account must contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) and provide them with key information from the letter that should be removed. EDI Representatives can be reached at: (646) 458-6740.

[Previous](#)

[Privacy Policy](#) | [User Agreement](#)

## Slide notes

From the Account Detail page, you can access the account settings. The Account Settings drop-down menu contains the following links:

- View or Update Authorized Representative (AR) Information – Used to view or change the Authorized Representative (AR) information. Note: The Account Designee does not have access to link.
- Designee Maintenance – Used to add and delete Account Designees. Note: The Account Designee does not have access to this link.
- View Associated TINs – Used to view the TINs that are associated to your account.
- View Account Activity – Used to view a history of when the following activities were completed for the selected CRCP account: PIN Request, Account Setup and Request Letter Access.

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The screenshot displays the Commercial Repayment Center Portal. At the top, there are navigation links for 'Skip Navigation', 'Login ID', and 'Print this page'. The CMS logo is on the left, and the COB&R logo is on the right. A navigation menu includes 'Home', 'User Options', 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', 'Contact Us', and 'Log Off'. The main content area is titled 'Account Listing' and includes a 'Quick Help' link. Below the title is a paragraph explaining that Account IDs are listed on the page and that users can click on an Account ID link to access it or a 'View TINs Listing' link to see associated Tax Identification Numbers. A table with three columns is shown: 'Account ID', 'Company Name', and 'Associated TINs'. The table contains one row with a blue 'View TINs Listing' link in the 'Associated TINs' column. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Slide notes

To obtain access to online help documentation, you can select the Quick Help link which is available on every page in the portal. To print a copy of any CRCP page, use the Print this page link.

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The screenshot displays the 'Commercial Repayment Center Portal' interface. At the top, there are navigation links for 'Skip Navigation', 'Login ID', and 'Print this page'. The CMS logo is on the left, and the COB&R logo is on the right. A navigation menu includes 'Home', 'User Options', 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', 'Contact Us', and 'Log Off'. The main content area is titled 'Account Listing' and includes a 'Quick Help' icon. Below the title is a paragraph explaining that Account IDs are listed on the page and that users can click on an Account ID link to access it or a 'View TINs Listing' link to see associated TINs. A table with three columns is shown: 'Account ID', 'Company Name', and 'Associated TINs'. The table contains one row with a blue 'Account ID' link, a company name, and a 'View TINs Listing' link. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Slide notes

To end your session, click Log off.

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The screenshot displays the Commercial Repayment Center Portal (CRCP) interface. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the text 'Commercial Repayment Center Portal'. Further right is the COB&R logo (Coordination of Benefits and Recovery). In the top right corner, there are links for 'Skip Navigation' and 'Print this page'. Below the header is a navigation menu with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area features a 'Sign-off Successful' message with a 'Quick Help' link. The message text reads: 'You have successfully signed off the Commercial Repayment Center Portal (CRCP) system. If you would like to log into the CRCP system again, please click this link: Login to CRCP.' At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Slide notes

The Sign-off Successful page displays.

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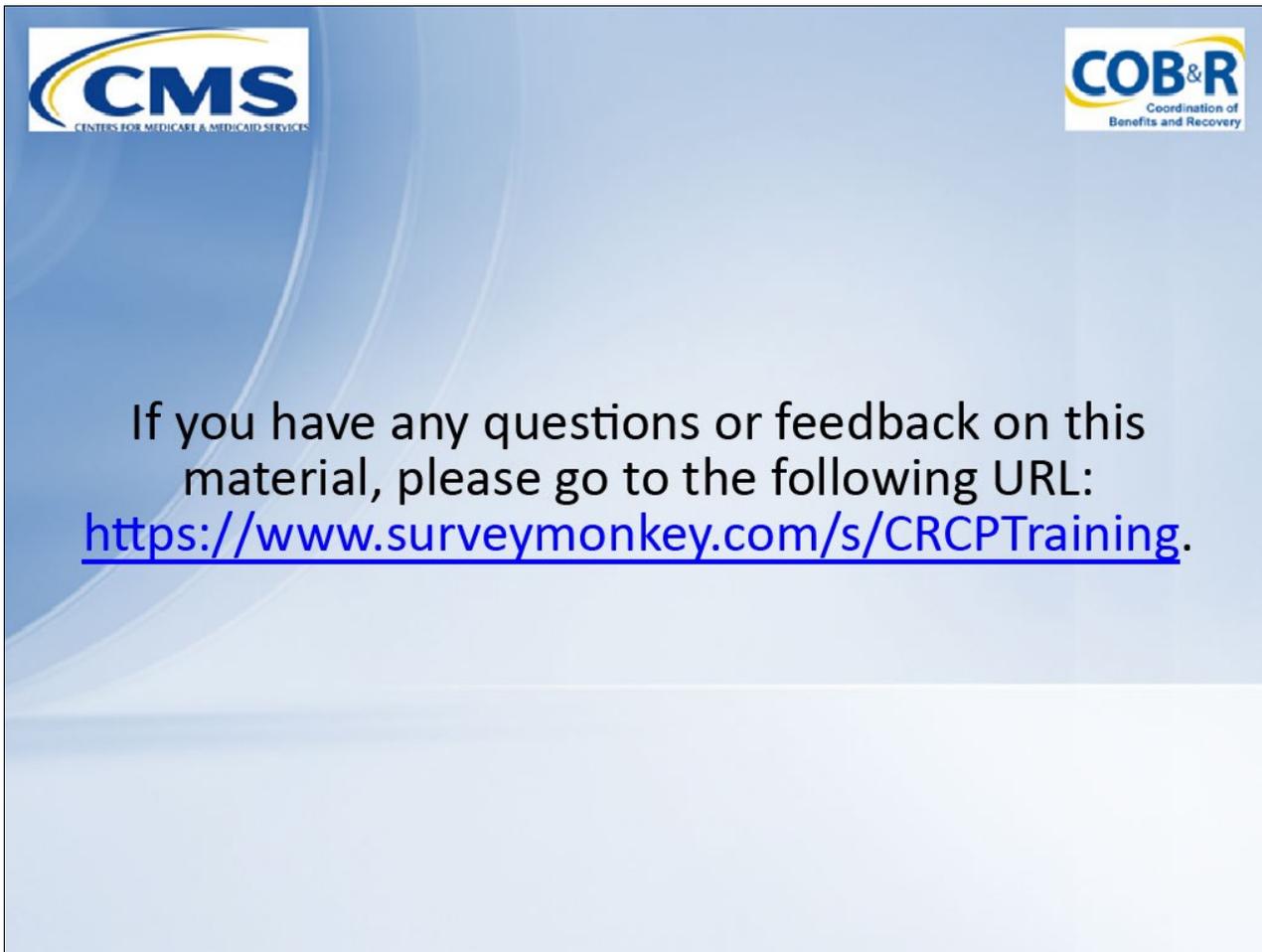


You have completed the CRCP Application Overview course. Information in this course can be referenced by using the CRCP User Guide found under the *Reference Materials* menu at the following link:  
<https://www.cob.cms.hhs.gov/CRCP/>.

**Slide notes**

You have completed the CRCP Application Overview course. Information in this course can be referenced by using the CRCP User Guide found under the Reference Materials menu at the following link:  
<https://www.cob.cms.hhs.gov/CRCP/>.

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The slide features a light blue background with a white horizontal band at the bottom. In the top left corner is the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner is the COB&R logo (Coordination of Benefits and Recovery). The main text is centered in the white band, reading: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/s/CRCPTTraining>."

**Slide notes**

If you have any questions or feedback on this material, please go to the following URL:  
<https://www.surveymonkey.com/s/CRCPTTraining>.